

From: John B. Troost, Member

Subject: Aug. 19th LACCoD Meeting - ASI Monthly Report for the Meeting held on 6-29-2015

Agenda Item # 4 Junes recipient of the Monthly Superior Service Award went to Juan Gody a driver for MV Transit. Diversified Transportation in the Antelope Valley also received an award this moved for their continued efforts that they provide to their ridership.

Agenda Item # 6 The reports from Ex-Officio Board Members, Chair, Chaplain Dove Cohen of the Community Advisory Committee, (CAC), spoke about the new fare proposal and indicated that the CAC pretty much felt the same about the new fare proposal as they did about the Dynamic Fare which was defeated.

Agenda Item # 7 There were two Public Comments which dealt with the needs of the Blind. These were a). The way drivers were approaching people who had visual problems who informed us that blind people should be approached from the left according to etiquette. The second comment b). Another person raised the issue of being dropped off at a different address or across the street from the destination address. Both comments came from people who work at the Braille Institute on Vermont Avenue.

Agenda Item # 8 Consideration to approve the proposed Budget for the Fiscal Year 2015/2016. Overall the budget is based on a funding level of \$167.4 million of which Paratransit Operations represents 80.72% of the total budget. The budget will provide for delivery of 4.48 million passengers and 31.9 million contract revenue miles, an 11% increase over the FY 2014/15 budget. This is driven by a projected 11% in service demands and the cost associated with the 'Beyond the Curb' Program, assisting riders to their front door, if that is requested.

Agenda Item # 9 The Consent Calendar; a) Consideration to Authorize Funding For Back-up Service Providers b) Consideration to Increase Funds - Third Party Insurance Administrator Services Contract c) Consideration to Approve Amendment to Service Provider Contracts to Incorporate Reasonable Modification, Beyond the Curb and Out of Service Area Policies d) Consideration to Extend Term and Increase Funds For Website Services e) Consideration to Approve Renewal of Commercial Business Package Insurance
f) Consideration to Approve Overall Triennial Disadvantaged Business Enterprise (DBE) Goal for the Federal Fiscal Years 2016/2018 g) Consideration to Approve Amendment to Eligibility Determination Services Contract (C.A.R.E. Evaluators, LLC) and
h) Consideration to Extend Term and Increase Funds – Financial Software ERP Migration Support Services.

Agenda Item # 10 Consideration to approve revised timeline on regional fares and initiate programming related to implementing a new regional fare system. This will authorize the Executive Director to implement a revised timeline to set a new fare plan to be in place by January 1, 2016 which will include customer outreach. The fare levels will be Free, 50 cents, \$ 1.00, \$ 2.00, \$ 3.00 and \$ 4.00 levels. This item will also initiate programming efforts to connect to Metro's Trip Planner and reservation systems.

Agenda Item # 11 A discussion about the comprehensive review of Customer Service which consisted of a) Assessing existing systems, including their delivery, efficiency, and the attainment of performance indicators. b) Identify improved efficiencies, and c) Quantify costs to provide current functions considered above and beyond ADA guidelines, and evaluate strengths and weaknesses of the current services provided by Access.

Agenda Item # 12 Status Update on Metro's Review of Access Services, there were 12 Recommendations and to date 9 of these recommendations have been met.